Welcome to

An Internet portal for web-based deployment of Synergy software products, designed specifically for the National Aging Network.

Synergy Software Technologies Inc.
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Welcome aboard!

Synergy Software Technologies Inc. is pleased to welcome your organization to AgingNetwork.com. Congratulations! You have chosen wisely. By subscribing to this service, you are off-loading the responsibility for hardware and installations and will make your Synergy products accessible to your users over the internet, without the need to install the application locally! The servers, network administration, updates, installations and maintenance are all handled by Synergy and are included in the AgingNetwork.com subscription service.

Benefits Include:

- Streamline deployments of our products, making administration and management efficient and with minimal footprint
- Avoid the high costs of hardware and networking equipment for your offices and for the offices of the many organizations you support.
- Avoid the high cost of ongoing maintenance of hardware and networks.
- Achieve HIPAA compliant security for all databases in your network.
- Synergy handles installations and maintains our software products on your behalf – you never manage installations or updates again.
- You can manage the deployment from one location, rather than having to travel to satellite offices and providers sites.
- All software is accessible by authorized users from any location with Internet access.

Getting Started

Your "domain" in AgingNetwork.com has been created. The user ID's you have asked for have been activated and the applications you have licensed from Synergy are available to your users according to the information you have provided us.

By following the steps below, you and your users will soon be using AgingNetwork.com and enjoying all of the benefits of Synergy's software solutions over the web!

1. The basics

    Each of your users may use any operating system they choose (Windows, Mac, Linux, etc.) and must have Internet Explorer 6.0 (Service Pack 1) or higher and an adequate internet connection in order to use AgingNetwork.com. An ISDN or higher internet connection is recommended. The greater the number of concurrent users in an office utilizing the same internet connection, the higher the speed required for a connection. (Dial-up connections might work, put performance could be sub-par. Also, it will only be possible for one user at a time to be using a dial-up connection. You should carefully monitor performance of dial-up connections to confirm that it will meet your needs.)

2. Your Users, Aging Network.com User ID's and application rights are listed below:

    A separate document will be provided to the AgingNetwork.com administrator with User ID's and passwords.

    This information should be treated as highly CONFIDENTIAL. Each user should be given only his/her User ID and password.

    NOTE: Each user will need to choose a new password after logging in for the first time. The new password will need to be at least 6 characters in length.

3. Logging into AgingNetwork.com

To access the site, open your web browser and go to this web address http://www.agingnetwork.com. Click on the 'AGINGNETWORK.COM LOGIN' link.

1. If you already have an "ICA client" installed on your computer, you may skip to Step 4. To find out if you do or not, look on the right side of the page under the "AgingNetwork.com Message Center" heading. You do not have an ICA Client installed if you see this message: "You do not have the Citrix ICA Client (Active X) for 32-bit Windows installed on your system. You must install the ICA client to launch applications." If you see this message, click on the link below the words "Select the icon below to install the ICA Client".
2. A file download window will appear. Click the "Open" button or choose "Run this program from its current location" and click 'OK'. A security warning will most likely come up and ask if you trust this content from Citrix. Answer 'Yes'. The installation dialogue will come up and run itself. Upon completion, Citrix ICA Web Client verification will come up. Click 'Yes'. Click 'Yes' to agree to the license agreement. Then files will briefly copy to your PC.
3. The message, 'Set-up completed successfully' will come up. Close Internet Explorer, re-launch it and go back to the web address above (http://www.agingnetwork.com).
4. As an authorized user, you should have been provided a User ID and password for accessing AgingNetwork.com. Enter these and hit the 'Enter' or click on the 'Log In' button.

You will then see links to the Synergy applications which you are licensed to use, such as SAMS2000.

Click on the link for one of the available applications. After a moment, you should see the login screen for that application. You should have been provided with the User ID's and password's you need to run the applications you will be using. Contact your AgingNetwork.com administrator if you have questions about this. (If you get a message saying that a connection could not be made, it is most likely because of a firewall on your end. This is simply a one time occurrence which your IT people can address easily. Please contact them to resolve. They will need to open port 1494, outbound. Another possibility is that you have an old version of the ICA client installed. On your computer, go to Start/Search and search for the following files: 'wfica.ocx' and 'wfica32.exe'. If you find these files, delete them and begin Step 3 again.)

4. Everyday Use

   After successfully completing Step 3 the first time, you will find that use of AgingNetwork.com is very simple:

   - Connect to the Internet
   - Go to the AgingNetwork login page
   - Login using your unique AgingNetwork.com User ID and password
   - Launch the application you would like to use
   - Sign in using your User ID and password for that application
   - Begin working and having fun!

Support

If you have question about your use of AgingNetwork.com, please contact your AgingNetwork.com administrator. Also, Synergy technical support may be reached by calling 802-878-8514, ext. 3 or visiting http://www.synergysw.com/support.htm.

Enjoy

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- Achieving HIPAA compliant security for all databases in your network.
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- Deployments can be managed from one location.
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